

EXCEPTION REPORT #8

The testing of Verizon New Jersey (VZN-NJ) directory listing verification by KPMG Consulting indicates that VZN-NJ has not consistently ensured that directory databases are updated as specified in orders submitted by KPMG Consulting, resulting in a 31.6% failure rate.

Background

As part of its OSS testing efforts in New Jersey, KPMG Consulting conducted a Directory Listing Verification test to ensure that the information in VZN-NJ's directory database is entered correctly and corresponds to the listing request made by KPMG Consulting.

On October 30, 2000, KPMG Consulting visited the VZN-NJ Directory Assistance Center located on Race Street in Philadelphia, Pennsylvania and tested 177 subscriber accounts with associated directory listings. The sample of orders which comprised the Directory Listing Verification test consisted of KPMG Consulting Resale, UNE-Loop and UNE-P orders.

Following completion of these KPMG Service Orders, KPMG Consulting verified that the subscriber information identified on the Service Request was listed accurately in the VZN-NJ Directory Assistance database.

Issue

KPMG Consulting tested 177 orders that required directory listings, of which 56 were provisioned incorrectly (a 31.6% failure rate). The failure rate is expected to be below 5%.

With the assistance of VZN-NJ, KPMG Consulting utilized the VZN-NJ Directory Assistance database to search for these listings by the Telephone Number (TN). KPMG Consulting has found the following:

1. The Directory Listing request was not provisioned (17 failures)
2. The Directory Listing was provisioned incorrectly and inconsistent with the request on the Directory Listing form of an order (38 failures)

The table below lists each failed directory listing order, the associated TN and the reason for the failure.

PON	TN	Reason for Failure
007011NN0X010004	7328312680	Incorrect City
005011NN0X010018	7328314400	Incorrect Address
079011NN0X010006	6096167367	Incorrect Street Name
079031NN0X000018	6096167362	Incorrect Street Name
028011NN0X020001	7328312160	Incorrect Style Code
072131NN0X000013	2015332111	Incorrect Name (Reversed first and last name)
075021NN0X020002	2015332021	Incorrect Name
011031NN0X000004	7325370591	Incorrect Name
075021NN0X010006	7325652019	Additional name is associated with this TN
005091NF0X000001	6094042800	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
005091NN0X000002	6096713382	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
005091NN0X000003	6096713383	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
005091NN0X000004	6096713384	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
005091NN0X000005	6096713385	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
005091NN0X000006	7328314492	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
005091NN0X000007	7328314493	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
005091NN0X000008	7328314494	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
005091NN0X000009	7328314495	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
015031NN0X000005	7328312505	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
015031NN0X000007	7328312509	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
015031NN0X000013	6096713206	Incorrect RTY – order requested a DL for both an AL and ML. Only the ML is in the database.
005011NN0X010005	7328312839	Not in Database
007011NN0X000013	6096713246	Not in Database
011011NN0X000004	6098836862	Not in Database
011041NN0X000006	6094060491	Not in Database
011081NN0X010001	8569832468	Not in Database
011111NN0X000002	7328312869	Not in Database
011111NN0X000003	7328312873	Not in Database
011111NN0X010001	7328312867	Not in Database
012041NN0X010001	8569831946	Not in Database
012051NN0X010001	6096715317	Not in Database
012061NN0X010001	6096715321	Not in Database

This exception report is for discussion purposes only and is subject to change without notice.

PON	TN	Reason for Failure
072121NN0X010012	6096167295	Not in Database
074021NN0X000002	2015332166	Not in Database
075011NF0X010001	2015332109	Not in Database
080041NN0X000018	6096167349	Not in Database
090011NN0X020001	2015332128	Not in Database
097041NN0X020001	8567973775	Not in Database
015011NN0X000004	6096714948	Incorrect RTY – AL listed as ML
015011NN0X000005	6096714949	Incorrect RTY – AL listed as ML
015011NN0X000006	7328312511	Incorrect RTY – AL listed as ML
015011NN0X000007	7328312512	Incorrect RTY – AL listed as ML
015011NN0X000008	7328312513	Incorrect RTY – AL listed as ML
015011NN0X000010	7328314249	Incorrect RTY – AL listed as ML
015011NN0X000011	7328314250	Incorrect RTY – AL listed as ML
015011NN0X010002	6096714946	Incorrect RTY – AL listed as ML
015011NN0X010003	6096714947	Incorrect RTY – AL listed as ML
015021NN0X000001	7328312514	Incorrect RTY – AL listed as ML
015021NN0X000002	7328312515	Incorrect RTY – AL listed as ML
015031NN0X000006	7328312507	Incorrect RTY – AL listed as ML
015031NN0X000009	8568104222	Incorrect RTY – AL listed as ML
015031NN0X000010	8568104224	Incorrect RTY – AL listed as ML
015031NN0X000011	6096713202	Incorrect RTY – AL listed as ML
015031NN0X000012	6096713204	Incorrect RTY – AL listed as ML
015041NN0X010002	6096715307	Incorrect RTY – AL listed as ML

Assessment

VZN-NJ has not met the required standards, resulting in damage to the CLEC-customer relationship due to unmet customer expectations. Directory Listings that are not listed or incorrectly listed will result in CLEC customers either being omitted from the VZN-NJ directories and /or Directory Assistance databases, or listed incorrectly. CLECs cannot expect to satisfy and maintain customers when UNE orders have a 31.6% failure rate, substantially exceeding the 5% failure rate performance standard.